

# Martin O'Malley

Governor

# **Anthony Brown**

Lt. Governor

Maryland Department of General Services 301 West Preston St. Baltimore, MD 21201

Alvin C. Collins

Secretary

Bart Thomas
Deputy Secretary

### PRODUCTION CREDITS

Michelle Parker

Editor

**Ellen Robertson** 

Assistant Editor

**Chris Borges** 

Graphic Designer



### MISSION

The mission of the Maryland Department of General Services is to provide leading-edge professional and technical services to keep State and local governments working today and in the future.

We do this by creating safe and secure work environments; designing, building, leasing, managing and maintaining facilities; leading energy conservation efforts; procuring goods and services; and providing essential functions such as fuel management, disposition of surplus property and records storage.

# **KEY GOALS**

- Significantly improve efficiencies throughout the Department
- Improve and provide a safe and secure environment for State employees and visitors
  - Provide best value for customer agencies and taxpayers
    - Maintain a professional workforce and workplace
  - Carry out social, economic and other responsibilities as a State agency



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### MESSAGE FROM THE SECRETARY

2014 was an eventful and event-filled year for the Department of General Services. We continued to evolve from a procurement-oriented and construction-driven agency, to an agency that plays a key role in supporting the O'Malley-Brown Administration's strategic sustainability goals. We remained committed to our core mission of Doing Great Service by developing innovative ways to deliver essential State services more efficiently and effectively. We also made significant progress in opening the doors of opportunity for small businesses, including minority and veteran-owned businesses.

Our 2014 legislative priorities were unanimously approved by the General Assembly and signed by Governor O'Malley. The Green Buildings and Green Purchasing bills were sponsored by DGS to support and advance our Leading by Example programs focused on sustainability.

- Maryland's High Performance Green Buildings Act was amended to give the State another tool for constructing high-performing buildings through the use of green construction codes.
- The Environmentally Preferable Procurement legislation holds State agencies accountable for buying goods and services with benefits such as saving energy and preventing pollution.

2014 also marked the first year of the Maryland Energy Cup awards which publicly recognized State government's top energy performers as reported through DGS' 16 Agency Energy Competition. In another first, DGS implemented an organics recycling program at the State Center Cafeteria that has diverted approximately 1,500 pounds of organic material each month from landfills.

DGS' performance in the Small Business Reserve Program (SBR) saw a dramatic increase in 2014. 38.5 percent of DGS procurements included small businesses registered through SBR -- far exceeding the State's 10 percent goal.

DGS' Office of Real Estate achieved significant milestones with the opening of the State of Maryland Health Lab in East Baltimore, and the groundbreaking for the new Department of Housing and Community Development headquarters in Prince George's County.

As DGS looks to the future, we will continue to strengthen our core mission of Doing Great Service and focus on innovative ways to reduce costs, improve quality of service and provide a sustainable future for Maryland and its citizens.

Alvin C. Collins Secretary



### OFFICE OF THE SECRETARY

The Secretary of the Department of General Services serves as Chief Executive Officer with responsibility for the Department's programs, services and budget. The Secretary also advises and assists the Board of Public Works and other units of State government in matters that are under the jurisdiction of the Department. The Secretary serves as construction advisor to the State Board of Public Works and the Executive Department. He chairs the Government House Trust and the Green Purchasing Committee. The Secretary is a member of the Procurement Advisory Council, the Maryland Food Center Authority, the Interagency Council for Public School Construction, the Climate Change Commission, the Maryland Green Building Council, the Chesapeake Bay Cabinet, the Hall of Records Commission, the Maryland Security Council, and the Information Technology Board.





### OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management is the primary contact for DGS with the Maryland Emergency Management Agency and the Governor's Office of Homeland Security. In the event of a natural disaster or State emergency, DGS provides essential support services such as debris management or public works recovery. The Office also manages the Department's Continuity of Operations Plan that ensures DGS continues to provide essential State functions in the event of an emergency.



- Participated in the Governor's quarterly table top exercises.
- Activated for MEMA's Joint Information Center during dozens of snow emergencies.
- Rolled out emergency statewide radios for Facilities, Operations & Maintenance Division.

#### **LEGAL DIVISION**

The Legal Division acts as the legal advisor to DGS and is responsible for litigating court cases, reviewing and preparing contract documents, and providing both formal and informal legal opinions to DGS staff. The legal Division provides assistance with Architectural/Engineering selection and procurement, leases, procurement law, sale and acquisition of real property, and e-commerce initiatives.

#### SUSTAINABILITY OFFICE

As the chair of the Maryland Green Purchasing Committee, the DGS Secretary and the Department's Sustainability Office help advance Governor O'Malley's strategic goal of creating a more sustainable future for Maryland.

DGS' Sustainability Office coordinates the development, implementation and evaluation of sustainability policies and initiatives that support waste and emissions reduction, resource conservation, operational efficiency and social responsibility. DGS is developing an internal sustainability plan to support environmental stewardship, improve efficiencies and reduce waste. The plan focuses on issues such as agency culture, use of technology, as well as operational policies and procedures.

As the lead agency on the Maryland Green Purchasing Committee, DGS sponsored and helped win passage of House Bill 629 which enables Maryland to develop a model comprehensive green purchasing and reporting program. The legislation requires the Committee to develop specifications for environmentally preferred products and services with benefits such as saving energy and preventing pollution; and develop a format for reporting that will hold state agencies accountable for what they buy.



- The Committee approved and published ten environmentally preferable product and service specifications, including janitorial supplies, lighting products and paint as well as paper and office supplies.
- A quarterly newsletter was launched and is distributed to more than 2,500 government buyers.
- Anne Jackson, head of the Sustainability Office, was named a Rising Star for State Public Service by the Maryland Chapter of the American Society for Public Administration (ASPA). She was recognized for her leadership in helping state agencies develop strategies for implementing environmentally preferable purchasing.
- Launched an organics recycling program at the State Center Cafeteria.



Anne Jackson is recognized as a Rising Star by the Maryland Chapter of ASPA.

# SMART, GREEN & GROWING

Smart, Green & Growing (SGG) is the brand created by Governor O'Malley that ties together all of Maryland's initiatives for creating a greener, more sustainable future for the State. The Maryland Department of General Services supports that vision by leading by example on key green initiatives. In FY14, DGS helped advance SGG by sponsoring green legislation, implementing energy conservation efforts and introducing innovative green initiatives.

#### **GREEN LEGISLATION**

- Green Buildings legislation sponsored by DGS and unanimously passed by the General Assembly allows
  the use of green construction codes as an option for meeting the requirements of the State's High
  Performance Green Building Program. It also simplifies the design and construction of green public
  schools and community colleges.
- Green Purchasing legislation allows State government to leverage its enormous purchasing power to increase demand for green products moving the marketplace toward responsible resource use. DGS will develop a model comprehensive green purchasing and reporting program.



Governor O'Malley, Senate President Miller and House Speaker Busch sign HB 207 and HB 629.

DGS launched an organics recycling pilot project at the State Center Cafeteria in August 2013. The project was expanded and is diverting an estimated 1,500 pounds of organic waste each month from the landfill. Compostable waste is collected in both the kitchen and dining area of the State Center Cafeteria. Along with reducing the amount of waste sent to the landfill, the program supports the market for organics recycling and aligns DGS operations with the environmental goals and policies of the O'Malley Administration.



DGS' Anne Jackson and Dan Campbell help launch an organics recycling program.

### **BAY-FRIENDLY BEAUTIFICATION**

DGS' Annapolis Capital Complex, along with the Maryland Departments of Natural Resources and Environment, and the Maryland Pesticide Network are implementing a multi-year, Bay-friendly lawn and landscape program on the State House grounds. Using organic practices, the program reduces nutrient run-off into the Bay, protecting the public's health and preserving the State's natural resources. It also demonstrates it's possible to have an attractive and healthy lawn and garden without harming the Bay.

### **LED RETROFITS**

DGS' Office of Energy Conservation and Performance, in partnership with the Maryland Energy Administration and DGS' Facilities Operations and Maintenance, retrofitted and/or replaced more than 900 lights with energy efficient light-emitting diodes, or LEDs, in State government buildings, parking lots and garages. The effort supports Governor O'Malley's EmPOWER Maryland goal of reducing energy consumption by 15 percent by 2015.



Maryland State House grounds in Annapolis.

### OFFICE OF ENERGY PERFORMANCE & CONSERVATION

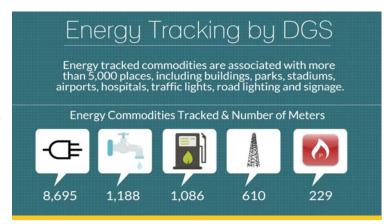
Through a variety of strategies and initiatives, the Office of Energy Performance and Conservation helps State government save energy, save money and protect the environment

#### **ENERGY PERFORMANCE CONTRACTS**

One of the challenges State agencies face is making older facilities more energy efficient. With assistance from DGS, Energy Performance Contracts (EPCs) are used to cover the cost of energy efficiency projects through utility bill savings realized over time. Since 2007, 21 EPCs have been implemented, helping Maryland achieve contractually guaranteed energy and operational savings of \$310 million, or \$21 million annually.

#### **ENERGY TRACKING**

The State Energy Database is a web-based utility management system that publicly tracks 58 State agency utility accounts including: electricity, natural gas, water, propane, oil, sewer, steam and kerosene. The data allows DGS to identify underperforming agencies and determine whether EPCs are actually delivering guaranteed energy and cost savings.



#### 16 AGENCY ENERGY COMPETITION

16 agencies, which account for 80 percent of the State's energy use, are ranked each year in the Agency Energy Competition to increase awareness among employees and motivate them to conserve.

#### MARYLAND ENERGY CUP AWARDS

Joined by Governor O'Malley, Secretary Collins presented the first-ever Maryland Energy Cup Awards to the FY13 winners of the 16 Agency Energy Competition. For lowering overall energy consumption by 47 percent since 2008, the Maryland Department of Health and Mental Hygiene was recognized as the top performing agency.

#### **ENERGY STAR**

The Mary E.W. Risteau District Court and Multi-Service Center in Bel Air, which is owned and managed by DGS, earned the U.S. Environmental Protection Agency's Energy Star certification in July 2013. The rating signifies that the building performs in the top 25 percent of similar facilities nationwide for energy efficiency and meets strict energy efficiency performance levels set by the EPA. Through an EPC, the facility's cooling tower



was replaced, added occupancy sensors and installed more energy efficient lighting. This is the second DGS facility to be Energy Star certified. The Jessup State Office Complex was the first.



Governor O'Malley and Secretary Collins present the Energy Cup to DHMH Secretary Sharfstein.

#### **GENERATING CLEAN HORIZONS**

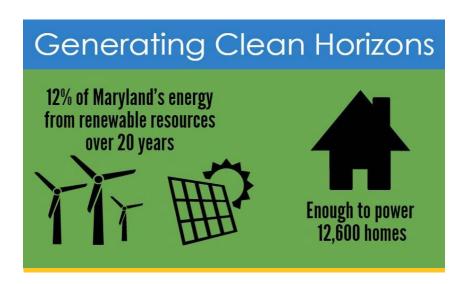
In partnership with the University System of Maryland and the Maryland Energy Administration, DGS launched the Generating Clean Horizons program in 2008 to spur the development of large-scale, commercial renewable energy projects. The program provides roughly 12 percent of the State's energy from renewable resources over a 20-year period, enough to power approximately 12,600 homes annually. The State has agreements with two commercial scale onshore wind farms and one of the nation's largest solar farms.

### **SOLAR POWER**

Photovoltaic solar panels have been installed on four DGS buildings and generate about 520,000 KWh per year, or enough electricity to power 29 homes.

DGS Buildings with solar panels:

- Tawes State Office Building (Annapolis)
- John R. Hargrove, Sr. District Court/Multi-Service Center (Baltimore)
- Elkton District Court/Multi-Service Center (Elkton)
- Ellicott City District Court/Multi-Service Center (Ellicott City)



- Collaborated with the Facilities Operations & Maintenance division for the State Center Complex to create a new preventative maintenance contract for the central plant which includes energy reporting and analysis requirements.
- Maryland was one of six states invited to attend the National Governor's Association Leading by Example
  in Public Facility Energy Use Learning Lab held June 2014 in Minnesota. The Maryland team included
  representatives from DGS' Office of Energy Performance & Conservation and the Maryland Energy
  Administration.
- The Office of Energy Performance & Conservation delivered a presentation about energy data at the U.S. Department of Energy's Better Buildings Summit held May 2014 in Washington, D.C.



Maryland Energy Cup Team

# FACILITIES PLANNING, DESIGN & CONSTRUCTION

The Facilities Planning, Design & Construction Division manages projects statewide ranging from stream restoration to restoration of the State House. There are three units within the Division: Project Management & Design, Construction & Inspection, and Maintenance Engineering. The Division is responsible for statewide capital project review, as well as architect and engineer selection for all projects, except for those of the University System of Maryland, the Maryland Department of Transportation, Morgan State University and St. Mary's College of Maryland.

#### PROJECT MANAGEMENT & DESIGN

Project Management and Design verifies and modifies project scope, reviews and approves capital projects, establishes project schedules, and coordinates with appropriate State agencies and grantees. Additionally, the unit develops architect and engineer contract scopes of work, monitors construction budget and schedules during design and construction, and reviews and recommends approval of change orders during construction.



Architect's rendering of Pratt Library Resource Center.

### **FY14** Project Highlights

### Maryland State Library Resource Center/Enoch Pratt Free Library (below left)

Renovations to the 275,000 square-foot Central Library in Baltimore will restore the architectural grandeur of the building while incorporating environmentally responsible design standards (LEED Silver) and the latest technology to better serve customers.

# Maryland School for the Deaf Frederick campus

A new fire alarm and mass emergency notification system, designed with a strong visual component, will be installed on the Frederick campus of the Maryland School for the Deaf.

# Western Maryland Rail Trail Phase IV

The Western Maryland Rail Trail will be extended by 4.7 miles to Little Orleans. Currently, the paved trail runs 20 miles between Fort Frederick State Park and the town of Pearre.

# **Crownsville Veterans Cemetery**

Crownsville Veterans Cemetery will be expanded to add grave sites and an above-ground columbarium.

### **Catonsville District Court (below right)**

The existing Catonsville District Court will be replaced by a new, 74,000 square foot facility with seven courtrooms and offices for State agencies.

# **Court of Appeals**

The Court of Appeals building in Annapolis will be renovated to meet the Americans with Disabilities Act requirements. Improvements will be made to the lobby and security queuing space, and a 20-space parking deck will be built.



#### CAPITAL GRANTS PROGRAM

The Capital Grants program is part of the Project Management and Design unit and is responsible for administrative and technical support to local governments and private, non-profit organizations that are awarded capital grants by the State legislature. Capital improvement projects funded include: hospitals, local jails, colleges, high schools, museums, sports/recreation and music venues, historic properties, and neighborhood revitalization.

# FY14 Capital Grants Program by the Numbers:

- Maryland legislature authorized 197 bond bills for local initiatives for a total of \$120 million.
- More than 180 agenda items were presented to the Board of Public Works which approved \$96 million in grant funds.
- Reviewed grant eligibility and approved more than 400 project contracts totaling \$215 million.

#### PUBLIC SCHOOL AND COMMUNITY COLLEGE CONSTRUCTION GRANT PROGRAMS

DGS assists in the administration of the Public School Construction Program with the Maryland Office of Planning, Department of Education and staff of the Board of Public Works. DGS reviews requests from each local education agency, participates in public hearings, reviews design documents for all public school projects receiving state funding, and recommends authorization for projects to be bid for construction.

DGS coordinates with the Maryland Higher Education Commission, the Department of Budget and Management and the Maryland Department of Planning in administering the Community College Capital Improvements Program. DGS reviews master plans, programs and design documents for each project having state participation in funding, and coordinates payment of State funds.



# FY14 Public School and Community College Construction Grant Program

- The Maryland legislature approved \$370 million in grants for public school construction and \$52 million for community college construction.
- The Public School Construction Program allocated grant funds to 390 projects across 25 local educational agencies with a total construction value of approximately \$1.75 billion including State and local funding.
- A total of 45 new public school projects were also approved for planning.
- The Community College Construction Program allocated grant funds for 16 projects at 11 community colleges, with a total construction value of \$353 million including State and local funding.

#### CONSTRUCTION AND INSPECTION

The Construction and Inspection Division supervises private contractors as they modify, renovate or construct State buildings and property. By closely monitoring the construction process and performing inspections, the Division verifies compliance with approved drawings and specifications, and ensures delivery of high-quality facilities. From the mountains of Western Maryland to the beaches along Maryland's Eastern Shore, the Division manages projects that improve the quality of life for all Marylanders.



Western Maryland: Landslide Repair



Central Maryland: Westminster Readiness Center



Eastern Shore: Assateague Island State Park



Southern Maryland: Charlotte Hall Veterans Home

### FY14 Highlights: 70 completed projects valued at more than \$36 million



Gunpowder Falls State Park... \$1.2M Deteriorating bulkheads and floating docks were replaced at Dundee Creek in Gunpowder Falls State Park.

Henryton Hospital Complex... \$3.7M All buildings and structures at the vacant

Henryton Hospital Complex in Carroll County were demolished. Asbestos abatement was performed and all debris was removed from the site which was then graded and landscaped.





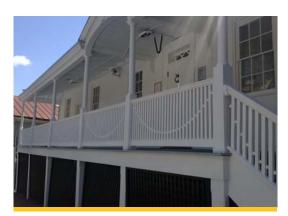
# Maryland School for the Deaf... \$1.7M

A new bus loop with parking for 12 buses was constructed at the Frederick campus of the Maryland School for the Deaf to address safety concerns and reduce traffic congestion. A new 66-space parking lot was also built.

# FY14 Highlights: 78 projects started with a value of more than \$89 million



Janes Island State Park... \$1.1M Addition of an indoor dining area, as well as renovations to the camping registration area and the camp store.



Shaw House... \$135,000 Wood flooring on the front porch of the historic Shaw House in Annapolis was replaced and painted.



North Point State Park... \$853,000 Construction of a 1,400 foot trail made of crushed stone, a parking area and an arrival plaza. The project also includes tree plantings and landscaping.



Cheltenham Youth Center... \$48.6M
A new, 100,000 square foot, 72-bed facility is being constructed. The project will be LEED Silver certified.

#### MAINTENANCE ENGINEERING

The Maintenance Engineering Division is responsible for administering comprehensive maintenance services for State-owned facilities for projects under \$1 million. From design and bidding to construction and administration, the Maintenance Engineering Division manages all project phases. In FY14, the Division managed 439 projects totaling more than \$50 million.

The Division coordinates the Preventative Maintenance Operations Program which requires facility self-assessment to identify and prioritize improvements utilizing allocated funding. The division manages the Capital, Operating, Program Open Space and Critical Maintenance budgets, as well as the Underground Tank Replacement and Hazardous Waste budgets.

The Division is also responsible for most of the emergency projects requested by State agencies. In FY14, 11 emergency projects were completed for a total of more than \$6 million.

- Redesigned and improved the State Emergency Operations Center at the Maryland Emergency
  Management Agency by reconfiguring the space and upgrading the furnishings and technology.
- Upgraded and refurbished four elevators at the Department of Labor, Licensing and Regulation in Baltimore



State Emergency Operations Center.



Upgraded elevators at DLLR.

#### MARYLAND GREEN BUILDING COUNCIL

DGS is the supporting agency for the Maryland Green Building Council which was created in 2007 to guide Maryland's High Performance Building Program. The Council is composed of private sector and State agency membership and makes recommendations about implementing the High Performance Building Program, assists the Governor and General Assembly on green building legislation and works to promote green building throughout the government and private sector.

The High Performance Building Program requires all new or significantly renovated, fully-funded or owned State buildings over 7,500 square feet to achieve at least a Silver rating as determined by the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) system.

# FY14 Highlights

• The International Green Construction Code (IgCC) has been enabled through legislation sponsored by DGS, and is expected to be implemented in the fall of 2014.



Artist rendering of the Cheltenham Youth Detention Center in Prince George's County. The project meets LEED Silver certification standards.

### OFFICE OF REAL ESTATE

The Office of Real Estate fulfills the facility and real property needs of State agencies through three core units: Lease Management, Land Acquisition and Disposal, and Valuation and Appraisal. These units help leverage the State's assets to foster economic growth and development.

#### LEASE MANAGEMENT

DGS Lease Management negotiates commercial and intergovernmental lease agreements on behalf of State agencies. All new commercial office leases emphasize the accessibility of public transportation and existing infrastructure. Effective July 1, 2013, a broad range of sustainability measures addressing energy, water, air quality and green design standards were added to the State's lease specifications and requirements by the Office of Real Estate.

# Department of Housing and Community Development Groundbreaking

DGS managed the competitive bidding process for the new headquarters for the Maryland Department of Housing and Community Development. When the building is ready for occupancy in spring 2015, it will house 300 employees and become the first State agency headquarters in Prince George's County. The new DHCD headquarters is part of a multi-phased, mixed-use, transit-oriented development project centered on the New Carrollton Metro Station. A groundbreaking was held in April 2014. 325 construction period jobs are expected to be generated by the project.



Groundbreaking for DHCD Headquarters near the New Carrollton Metro in Prince George's County

# State of Maryland Public Health Lab

DGS procured the services of the Maryland Economic Development Corp. (MEDCO) to finance, develop and own the new State of Maryland Public Health Lab as part of an effort to reduce dependence on the State's capital program to acquire major assets like the Lab. A ceremonial ribbon cutting marked the opening of the facility. An economic inclusion plan set goals for utilization of minority-owned firms and local community hiring. The project exceeded those goals, with more than 32 percent minority business participation (27% goal) and 30 percent locally-owned business participation (20% goals). The project generated nearly 1,200 construction jobs of which about 11 percent were local hires.

# **State Center Project**

The State Center project, with a span of 15 years of redevelopment, is expected to bring nearly 10,000 jobs during construction and more than 5,400 permanent, private sector jobs to the heart of Baltimore City.



Ribbon cutting for State of Maryland Public Health Lab in East Baltimore

#### LAND ACQUISITION AND DISPOSAL

DGS acquires all types of property from vacant land to commercial office buildings to meet the various programmatic needs of State agencies. DGS also disposes of surplus real property, generating revenue for the State.

#### VALUATION AND APPRAISAL

The Valuation and Appraisal unit provides appraisal services for a variety of State agencies for both acquisitions and disposition. It procures independent fee appraisals and reviews those appraisals for compliance with both appraisal specifications and contemporary appraisal standards. In addition, in-house appraisals are provided for a variety of transactions.

#### PUBLIC PRIVATE PARTNERSHIPS

Legislation was enacted establishing DGS as the reporting agency for assisting client agencies with the planning and execution of Public Private Partnerships (P3). P3s are used to leverage the expertise and efficiencies of the private sector to mitigate risk for the State when undertaking large scale projects. The Office of Real Estate is developing regulations as well as designing an education and training program.

### OFFICE OF BUSINESS PROGRAMS

#### OFFICE OF BUSINESS PROGRAMS

The Office of Business Programs helps connect small businesses with State and local government contracting opportunities through eMaryland Marketplace, the State's internet-based procurement system. The Office also supports a variety of programs aimed at leveling the playing field for minority and veteran-owned businesses. The Office participated in 37 outreach events throughout the State in FY14 including the Annual Spring Breakfast & Showcase Expo presented by the Maryland Washington Minority Companies Association, GovConNet Procurement Conference & Expo presented by the Montgomery County Chamber of Commerce and the MBE University Conference presented by the Governor's Office of Minority Affairs.



DGS' Cristen Ervin at the Maryland Municipal League Conference.

### eMaryland Marketplace

In FY14, more than 27,500 vendors were registered with eMaryland Marketplace, an online procurement system that provides access to State and local government contracting opportunities 24 hours a day, 7 days a week. Government agency users have the ability to advertise solicitations electronically, as well as post addendums and award decisions. Registered vendors can submit bids electronically and receive solicitation notices based on their specified areas of interest or expertise. eMaryland Marketplace also allows vendors to register as small, minority or veteran-owned businesses.



### **Small Business Reserve Program**

The Small Business Reserve Program (SBR) provides small businesses with the opportunity to participate as prime contractors on State contracts and procurements by competing against other small businesses instead of larger, more established companies. DGS is responsible for managing the business registration and certification process, maintaining the directory of certified small businesses, and auditing firms to ensure that only qualified small businesses are on the certified list.

23 designated agencies are required to spend at least 10 percent of their total fiscal year procurement expenditures with qualified small businesses. Efforts to ensure maximum participation in the SBR Program, by more thoroughly scrutinizing procurements, resulted in a 38.5 percent participation rate on DGS contracts in FY14, a 21 percent increase from the previous year. More than 5,685 vendors were registered as SBR vendors in FY14.

### **Minority Business Enterprise Program**

The Office of Business Programs oversees DGS' participation in the Minority Business Enterprise (MBE) Program which ensures that socially and economically-disadvantaged small business owners are included in the State's procurement and contracting opportunities. In FY14, more than 27 percent of the total dollar value of DGS' procurement contracts went directly to MBE companies, more than an 8 percent increase from the previous year. DGS began an effort to direct solicit MBEs on procurements which resulted in 269 prime contractor awards in FY14, up from 196 the previous year. State agencies have a goal of 29 percent MBE participation for FY14 and FY15.

### PROCUREMENT AND LOGISTICS

#### PROCUREMENT AND LOGISTICS

Procurement and Logistics delivers high-quality products and support services to customers in a timely and cost-effective manner. Customers include State agencies, county governments, municipalities, non-profit organizations, and the business community. Procurement and Logistics has four divisions: Procurement, Board of Public Works Administration, Records Management, and Fuel Management and Inventory Standards.

#### **PROCUREMENT**

The Procurement Division leverages the State's purchasing power to obtain the best value for taxpayers. Staff ensures compliance with Maryland procurement laws and regulations, as well as provides specialized contracting, bid/proposal administration, and bid security for customers. The Division has three procurement units: Construction, Architecture/Engineering Service and Capital Maintenance, Facilities Maintenance and Commodities.

# Construction, Architecture/Engineering Service, and Capital Maintenance:

Administers contracts for construction, A/E services, construction-related services and capital maintenance in a timely and cost-effective manner.

### 148 contracts awarded in FY14

- \$13.9M, Harriet Tubman Underground Railroad Visitors Center in Dorchester County
- \$12M, State Police Barracks in Hagerstown
- \$4M, New Catonsville District Court Building
- \$6.2M, Baltimore City Community College Administration Building



Architect's rendering of Harriet Tubman Underground Railroad Visitor Center

#### Facilities Maintenance:

Manages about 200 recurring long-term service contracts for facilities statewide, as well as new requisitions. Services typically include janitorial, trash removal, security guards, HVAC and elevator maintenance and fuel dispensing system. The unit is also involved in dispute resolution and enforcement of contract terms to ensure compliance.

#### More than 80 contracts awarded in FY14

- \$1.2M, Comprehensive maintenance contract for The Library for the Blind in Baltimore
- \$5.6M, Comprehensive maintenance contract for the Department of Juvenile Services, Baltimore City Juvenile Justice

#### Commodities:

Manages more than 500 Statewide Blanket Purchase Contracts and plays an integral role in State emergency preparedness planning by researching and developing emergency contracts as well as resource lists.

### More than 300 contracts awarded and renewed in FY14

- \$14M, Statewide pharmaceutical contract
- \$6.5M, Statewide fleet vehicle contract
- \$656,000, Diesel emission devices for Maryland Department of the Environment
- \$1.1M, Printing of State maps for the State Highway Administration

### **BOARD OF PUBLIC WORKS ADMINISTRATION**

The Board of Public Works Administration supports DGS by formulating and disseminating the Department's Action Agenda to the Maryland Board of Public Works (BPW), advising the Secretary on matters related to the agenda, processing contract awards made through BPW and the Departmental Procurement Review Board (DPRB) including bonding and insurance verification.

### FY14 Highlights

• The BPW Administration assisted DGS in processing 1,294 procurements, real estate transactions and capital grants and loans through the BPW and the DPRB totaling more than \$695 million.

#### FUEL MANAGEMENT AND INVENTORY STANDARDS

The Fuel Management Division oversees the State of Maryland's fuel contract, as well as the dispensing of fuel at the State's 104 fuel sites. The Division verifies daily fuel prices, reconciles fuel inventories, approves repairs at fuel sites and administers the fuel card management system. The Division also handles fleet management and purchases all DGS vehicles.

### FY14 Highlights

- Dispensed more than 12.2 million gallons of consigned gas, diesel, compressed natural gas and E85 fuel, as well as an additional 14 million gallons for bulk fuel deliveries.
- Saved the State \$3 million in FY14 and \$13.1 million since 1991.
- Conducted fuel management training for State agencies and local jurisdictions participating in the program.



State of Maryland Red Vehicle Card.

Inventory Standards is responsible for statewide management of its varied fixed assets, materials and supplies. The Division provides technical automated inventory control assistance, establishes procedures and audit programs to assure compliance with State regulations and control procedures. The Division also manages the statewide disposition of excess and surplus government property through an online auction.

- Inventory Standards processed nearly 3,000 units of excess property which translated to more than 136,000 individual items.
- Conducted two property officer training sessions and certified 121 property officers.

#### RECORDS MANAGEMENT

The Records Management Division develops policies and procedures to efficiently manage the records of all State agencies, and assists State, county and municipal government in establishing records retention and disposal schedules. The Division also provides storage and service of inactive State records that must be retained for specified periods of time to meet administrative, fiscal and legal requirements.

The Division also coordinates the Statewide Forms Management Program for State agencies by monitoring for redundancy, encouraging the implementation of electronic forms, and tracking how many forms are accessible on the internet.

In FY14, The Division provided guidance on retention and disposal schedules to 125 State, county and municipal governments, incorporating electronic scanning and retention language when possible. The Division promotes retaining records in electronic only-formats to save space, improve operational efficiency and support State sustainability initiatives.

# Records Management FY14 Highlights:

- Provided storage for 162,365 cubic feet of records, equivalent to more than 26,500 four-drawer filing cabinets.
- Accepted about 20,000 cubic feet of State, county and local records, freeing up high-cost space
- Recycled 19,900 cubic feet (292 tons) of records eligible for disposal in accordance with established records retention schedules.



State Records Center Team

### FACILITIES OPERATIONS AND MAINTENANCE

#### **FACILITIES OPERATIONS AND MAINTENANCE**

The Facilities Operations and Maintenance Division (FOM) is responsible for building management, maintenance, and tenant occupancy services for 59 State office buildings. That's more than 6 million square feet of space throughout the State.

The Annapolis Capital Complex operates and maintains 27 State-owned buildings within historic Annapolis including the State House, Miller Senate Office Building, Lowe House Office Building and Government House, the Governor's residence.

# FY14 Highlights

- More than 450 fixtures were retrofitted with LEDs in Annapolis buildings, as well as street lamps around State Circle and Rowe Boulevard.
- Multi-year Bay friendly beautification project underway on the State House grounds using phosphorous free and organic lawn care products.

Baltimore Public Buildings and Grounds operate and maintain 4 State-owned buildings, including the State Center Complex.

### FY14 Highlights

- Established a preventive maintenance program for HVAC system to ensure equipment runs more efficiently and lasts longer.
- Retrofitted dozens of fluorescent light tubes with higher efficiency models.
- Added sensors to interior and exterior lights to save energy.



Annapolis Capital
Complex
27 buildings
74 acres of property
16 parking facilities
4,000 State employees/
elected officials



Baltimore Public
Buildings & Grounds
4 buildings
1.4 million square feet
17 acres of property
19 acres of parking lots

### **Inner Harbor Complex**

### FY14 Highlights

- Retrofitted more than 440 lights with LEDs in the William Donald Schaefer Tower, the Maryland Correctional Enterprise warehouse and the DGS Records Center.
- Installed 2 electric car charging stations in the parking garage at Schaefer Tower.

#### District Court/Multi-Service Centers

DGS is responsible for the operation, maintenance and security of 20 District Court/Multi-Service Centers across the State.

### FY14 Highlights

- Ellicott City: Replaced 95 exterior lights with LEDs
- Salisbury: Replaced emergency generator
- Elkton: Retrofitted 30 exterior lights with LEDs
- Bel Air: Replaced metal roof and fire alarm system
- Essex: Retrofitted 52 exterior lights with LEDs
- Wabash: Installed automatic sliding doors and canopy at main entrance
- Glen Burnie: Installed automatic sliding doors at main entrance
- Hagerstown: Retrofitted 25 exterior lights with LEDs
- Prince Frederick & St. Mary's: Reset all roof top units to eliminate running boilers all year long resulting in energy savings



Complex 8 buildings 1.3 million square feet 3,000 State employees

Inner Harbor



District Court/ Multi-Service Centers 20 buildings 1.7 million square feet 52 acres of property 23 acres of parking lots

### MARYLAND CAPITOL POLICE

#### MARYLAND CAPITOL POLICE

Maryland Capitol Police (MCP) provides 24 hour law enforcement and security services to the Annapolis and Baltimore State Office Complexes, which includes 30 buildings and 26 parking garages and surface lots. Some of the high security buildings MCP protects are the Maryland State House, Miller Senate Office Building, Lowe House of Delegates Building and the Legislative Services Buildings. Throughout the year, MCP also provides law enforcement services for public demonstrations held on State property. MCP has six units: criminal investigation, crime prevention, training, quartermaster, bike patrol and support services.



Sgt. Donaldson on bike patrol

MCP's sworn police officers, security officers and police communication operators participate in annual in-service training and are trained in federal incident command procedures. The Department also participates in homeland security exercises.

#### SECURITY CARD PROCESSING CENTER

State identification cards are issued by the MCP Security Card Processing Centers in Baltimore and Annapolis to State employees, contractors, lobbyists and local government officials. The mobile unit also travels to rural areas around the State throughout the year.

- Responded to 29,000 calls for service.
- Scanned more than 250,000 visitors at State office buildings.
- Closed-circuit TV cameras monitored by MCP joined the statewide MVIEW feed, making the cameras
  accessible online through the MVIEW software.
- Opened a new training center in Baltimore that seats 40 and includes an in-ceiling projector, sound system and conference system, as well as a matted defense tactics training area.
- Hosted training programs for other agencies including: Active Shooter Awareness, Hands Only CPR and Workplace Violence.

### OFFICE OF ADMISTRATION

The Office of Administration provides support services and consists of three divisions: Fiscal Services, Personnel, and Information Technology Group.

#### **FISCAL SERVICES**

Fiscal Services manages the DGS budget and provides accounting services for statewide capital construction and maintenance administered by the Department. Accounting policies, procedures, and internal control standards are formulated and monitored by Fiscal Services.

#### **PERSONNEL**

The Personnel Division provides management and coordination of all human resources activities for more than 600 employees including recruitment, hiring, salary and classification determinations, benefits management, retirement counseling, training, personnel policy development and implementation, as well as new employee orientation and onboarding.

- 197 applicants attended the first-ever open house recruitment at 301 W. Preston St in Baltimore for Maryland Capitol Police security officers.
- Served on the Department of Budget and Management's advisory council on development of the new Statewide Personnel System.
- Managed cybersecurity training for all DGS network users.
- Hired 72 new DGS employees after reviewing more than 4,500 resumes & applications.



Employee Appreciation Awards in Annapolis

### INFORMATION TECHNOLOGY GROUP

The Information Technology Group is responsible for maintaining, developing and implementing data systems and technologies used to facilitate operations for the various divisions within the Department. In addition to providing day-to-day network and user support, ITG works to identify and implement technologies to improve information processing and data communication to enable each division to serve its clients more efficiently.

- Successfully migrated to Google Apps from a legacy email system.
- Upgraded internet connection to 100 Mbps for entire Department.
- Added the Records Management Center in Jessup to the DGS Network.



Google Guides helpd DGS employees migrate to Google Apps

### IN THE COMMUNITY

#### IN THE COMMUNITY

Living up to the commitment of Doing Great Service, DGS staff regularly volunteer in the community and support efforts to promote a healthier Maryland.

#### **FARMERS MARKET**

DGS partners with the Departments of Agriculture and Health and Mental Hygiene to host the State Center Community Farmers Market. It runs June through November and features fresh, locally-grown produce.



#### 2014 DAY TO SERVE

In support of the Day to Serve initiative promoted by Governor O'Malley and regional leaders, DGS volunteers cooked and cleaned to feed the hungry and heal the planet.

13 DGS employees donned aprons, chopped vegetables and cooked ground beef to produce more than 100 pounds of Texas Hash casseroles for Our Daily Bread's hot meal program in Baltimore. It was enough to feed more than 400 people. Employees generously contributed more than enough cash to fund the casseroles, enabling DGS to donate \$245 to the Maryland Food Bank.

17 DGS employees, including Secretary Alvin Collins, helped clean up Wilson Park in Galesville. According to the Anne Arundel County Department of Public Works Waste Management division, 620 pounds of trash, 660 pounds of plastic and glass, and 15 tires were removed during the cleanup.



DGS helps clean up Wilson Park in Anne Arundel County

#### READING ACROSS MARYLAND

12 DGS volunteers read at 10 schools around the State as part of Reading Across Maryland. Demonstrating that pennies and dimes can really add up, DGS collected \$245 dollars from spare change jars for the Library Project. It was enough money to buy 35 new books for Baltimore City school libraries. An additional 35 books were collected in State Center drop-off bins.



Sean Stinnett reads to fourth graders at The Mount Washington School

#### **EARTH DAY**

As part of DGS' Earth Day celebration, environmental-themed artwork created by students at Baltimore's Mount Royal Elementary/Middle School was displayed in the lobby of 301 W. Preston Street. The students were invited to view their work and participate in games and learn about the importance of recycling and saving energy.



DGS' Barry Powell shows Kindergarteners from Mount Royal Elementary/Middle School their Earth Day artwork on display at 301 W. Preston Street.





301 West Preston Street Baltimore, Maryland 21201 www.dgs.maryland.gov DGS Statewide Toll-Free 1.800.449.4347